

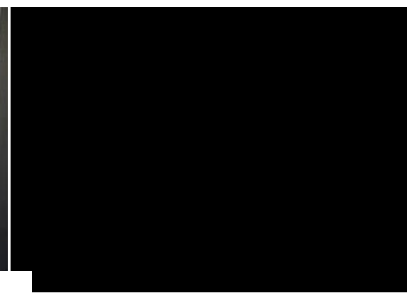


TRANSPORTATION OPTIONS FOR SENIORS AND PEOPLE WITH DISABILITIES

TRAVELING TO, FROM AND AROUND MONTGOMERY COUNTY, MD

A COMPREHENSIVE GUIDE TO PUBLIC, PRIVATE, AND NON-PROFIT TRANSPORTATION

SEPTEMBER 28TH, 2012



SEE BACK FOR INFORMATION ON REQUESTING ALTERNATIVE FORMATS SUCH AS BRAILLE AND LARGE PRINT.

INTRODUCTION

This guide, **Transportation Options for Seniors and People with Disabilities**, is a comprehensive listing of public, private and non-profit transportation in the Washington Metropolitan Region, State of Maryland, and beyond. The Montgomery County Department of Health and Human Services and the Department of Transportation compiled this listing of useful transportation services to assist County residents to better coordinate their transportation needs. Now finding information about transportation services for seniors and people with disabilities is easier than ever with this resource guide.

You will find that this guide is divided into 19 informative sections. The **Public Transportation** section covers such important services as: **Call 'N' Ride, Medicaid Transportation, Same-Day-Access Program, MetroAccess, Ride On** and **Metrobus** transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation. These programs offer subsidies and reduced fares for seniors and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

If you need a companion to drive you to necessary appointments, look in the section on **Escorted Transportation** to find information about various services available to take you to your appointments. Arrangements for **Escorted Transportation** must be made 10 days in advance.

The section on **Grocery Transportation** is filled with important resources to assist you in obtaining groceries. The sections **Commercial Bus, Rail, and Airport Transportation** and **Travel Connections Cross County and Beyond** will assist you in traveling to places such as West Virginia, Baltimore, and other destinations in the United States and abroad.

Share this resource guide with friends and neighbors to assist them in their travel in and outside of Montgomery County. We also ask that you help us keep this document up to date by letting us know of changes or other transportation options. Our goal is to advise you of the many transportation options available in Montgomery County - the best place to live, work and retire.

Good news! This guide is available in alternative formats such as Braille and large print by calling 240-777-1246 (V). Also, you may visit Ride On and Montgomery County websites at the following web addresses:

- **Ride On:** www.montgomerycountymd.gov/RideOn
- **Montgomery County:** www.montgomerycountymd.gov/disability
Visit our website to see all of the services available to you.
- **Download this brochure:**
www.montgomerycountymd.gov/content/hhs/ads/PDFs/transportationoptionsforseniorsandpwd.pdf

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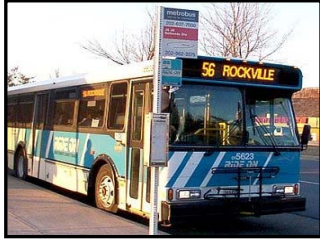
Emergency and Non-Emergency Police, Fire and Rescue, Joblinks Employment Transportation, Maryland Disability Law Center, Maryland Institute for Emergency Medical Services Systems, Maryland Motor Vehicle Administration (MVA), Maryland Relay, Maryland State Highway Administration, Metro Transit Police, Montgomery County Commission on Aging, Montgomery County Commission on People with Disabilities, Montgomery County Council Office, Montgomery County Department of Transportation – Division of Traffic Engineering and Operations, Montgomery County Executive’s Office, Transportation Action Group (TAG), U.S. Department of Transportation Assistance Line

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MC311, Montgomery County Government Disability Services, Montgomery County Government Senior Services, Montgomery County Ride On and Transit Services – Special Transportation, Washington Metropolitan Area Transit Authority, Maryland Transit Administration

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Good News!

Ride On and Metrobuses* FREE
Monday through Friday, 9:30am to 3:00pm
for Seniors and People with Disabilities

- Seniors must be 65 years or older and have a valid Metro Senior ID card or Senior SmarTrip® Card or a valid Medicare card and photo ID.
- Persons with disabilities must have a Metro Disabled ID card. Attendants ride half fare or free depending on time.
- Please call 311 (inside the County), 240-777-0311 (outside of the County), or 240-773-3556 (TTY) for more information.



*These Metrobus routes are designated as routes that are free when boarded in Montgomery County:
C2, C4, C7, C8, C9, D5, F4, F6, J1, J2, J3, J4, J5, J7, J9, K6, L7, L8,
Q2, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, and Z29.

Certified MetroAccess Users Ride Free on Fixed Routes

MetroAccess customers and their companions ride free on MetroBus, Metrorail, DC Circulator, Montgomery County Ride On, Fairfax Connector, Arlington County ART, Prince George's County TheBus, and the City of Fairfax CUE. This is part of an effort to encourage certified MetroAccess users to use the fixed route system whenever they can.

Did you know that if you don't qualify for the Free Ride Program, you may qualify for the Reduced Fare Programs for Senior Citizens or People with Disabilities? Visit www.wmata.com/accessibility/disability_id.cfm to learn about reduced fare programs.

Silver Spring Transit Center Interim Operations Site (IOS)



The Silver Spring Transit Center is currently expanding the existing transit center and redeveloping the property adjacent to the WMATA Metrorail Station located in downtown Silver Spring, MD - adjacent to Colesville Road and Wayne Avenue. For bus operations during construction of the Transit Center, a location for an Interim Operations Site (IOS) has been selected in the block of Ramsey, Bonifant, Wayne and Dixon, immediately adjacent to the Transit Station. To help individuals navigate the site during construction Crossing guards will be on duty Monday through Friday, from 6:30 a.m. to 9:30 a.m. and from 4:00 p.m. to 7:00 p.m. and uniformed police officers will be onsite Monday through Friday from 8:00 a.m. to 8:00 p.m. Braille signage has been installed at all bus stops and there are accessible pedestrian signals at most cross roads.

240-773-7777 (Information) • 240-876-2911 (Escort Hotline) • www.montgomerycountymd.gov/sstc

Silver Spring Urban District team of Red Shirts are available to escort you to your vehicle, Bus Stop or Metro. Call the Escort Trip Request Hotline to request an escort during the hours of 6:00 a.m. to 12:00 a.m. (midnight), 7 days per week. **To report accessibility concerns**, contact Tim O'Gwin, Project Manager, Silver Spring IOS, Montgomery County Dept. of General Services, Division of Building Design and Construction: 240-777-6051 (V), Tim.O'Gwin@montgomerycountymd.gov.

TRANSPORTATION INFORMATION AND OUTREACH



WHERE DO I START MY SEARCH FOR TRANSPORTATION INFORMATION AND OPTIONS?



CONNECT-A-RIDE

301-738-3252 (V) • 301-881-5263 (TTY)

www.accessica.org • Email: connectaride@accessica.org

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 5:00 p.m.

Call for free transportation information and referral regarding all private, public and volunteer transportation options for adults ages 50 years and older. Also provide assistance with completing applications. Operated by the Jewish Council for the Aging (JCA) and under contract with the Department of Transportation / Transit Services.

RIDE ON TRANSIT SERVICES

MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

www.montgomerycountymd.gov/RideOn

311 (inside the County) • 240-777-0311 (outside of the County) • 240-773-3556 (TTY)

🕒 **Hours:** 7:00 a.m. to 5:00 p.m., Monday through Friday

Call for bus schedules, routes, connections to rail or to make a bus stop complaint/comment.

Bus passes are sold Monday through Friday, 8:00 a.m. to 4:00 p.m. at

Montgomery County Treasury Office, 255 Rockville Pike, L-15, Rockville, MD 20850

SPECIAL TRANSPORTATION OFFICE

Medicaid Eligibility: 240-777-5890 (V) • **Schedule Medicaid Transportation:** 240-777-5899 (V)

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 3:30 p.m.

Call for information about Medicaid transportation, Call 'N' Ride, Same Day Access Programs, and other transportation programs for seniors and people with disabilities.

METRO TRIP PLANNING ASSISTANCE

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)

Assistance with navigating Metrorail and Metrobus.

202-962-1558 (V) • 202-962-2033 (TTY)

WMATA TRANSIT ACCESSIBILITY CENTER

www.wmata.com/accessibility/metroaccess_eligibility.cfm

🕒 **Hours:** Monday, 8:00am - 4:00 p.m.; Tuesday, 8:00 a.m. – 2:30 p.m.; Wednesday – Friday, 8:00 a.m. - 4:00 p.m. Information and application materials for the Reduced Fare (half fare) program for Metrobus and Metrorail, information and application materials for the MetroAccess paratransit service, consultations and functional assessments to determine eligibility for MetroAccess paratransit service, replacement ID cards for MetroAccess customers, and support (by phone) for resetting your MetroAccess EZ-Pay or InstantAccess password. The Transit Accessibility Center is located at Metro Headquarters, 600 Fifth Street NW, Washington, DC 20001.

All office visits are by appointment only.

202-962-2700 (V) • 202-962-2033 (TTY)

TRiPS – TRANSPORTATION RESOURCES, INFORMATION AND PLACES TO SEE

Two Great Locations to Serve You!

8413 Ramsey Avenue Silver Spring, MD 20910 (corner of Wayne and Ramsey near the Silver Spring Metro) 🕒 Hours: Monday through Friday, 7:00 a.m. to 5:00 p.m.	17 Wisconsin Circle Bethesda, MD 20815 (near the Friendship Heights Metro Station) 🕒 Hours: Monday through Friday, 11:00 a.m. to 7:00 p.m.
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240-773-8747 (V) • E-mail: mcdot.trips.ss@montgomerycountymd.gov
www.montgomerycountymd.gov/content/dot/transit/commuter/index.asp

Help commuters find carpool and vanpool partners as well as convenient public transportation routes for convenient and less expensive rides to work. In addition, sells regular commuter passes, weekly reduced fare disabled and senior Metro and Ride On bus and rail passes, and the SmarTrip® Card. See information on VanC_o on p.10 – a free shuttle service around downtown Silver Spring and the Interim Operations Site (IOS). For more information about IOS, see page 5.

COMMUTER CONNECTIONS

1-800-745-7433 (Toll Free) • 202-962-3213 (TDD)
www.commuterconnections.org • E-mail: ridematching@mwkog.org

🕒 **Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.

Guaranteed Ride Home (GRH) provides commuters who regularly (twice a week) carpool, vanpool, bike, walk or take transit to work with a free and reliable ride home when one of life's unexpected emergencies arise. Commuters may take advantage of GRH up to four times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime when your employer mandates that you must stay late. Accessible vehicles with lifts are available. Operated by the Metropolitan Washington Council of Governments (MWCOC).

PUBLIC TRANSPORTATION

Bethesda Circulator

..... 301-215-6661 (V)

🕒 **Operating Hours:** Monday – Thursday 7:00 a.m. – 12:00 a.m., Friday 7:00 a.m. to 2:00 a.m., Saturday 10:00 a.m. to 2:00 a.m. Free transportation to get around downtown Bethesda. Park your car at one of Bethesda's public garages, marked with a blue "P", then walk to the nearby Bethesda Circulator stop. If you take Metro, you'll find the Bethesda Circulator stop in the Bethesda Metro Station. Look for the bright red trolley. Scheduled to run every 10 minutes. *Only one Circulator vehicle is in service between 11 p.m. – 12 a.m., Monday – Thursday, and 12 a.m. – 2:00 a.m. on Friday and Saturday so wait times may be longer than ten minutes.

www.bethesda.org/bethesda/bethesda-circulator • E-mail: info@bethesda.org

MARC - Maryland Area Rail Commuter

The MARC Train Service is a commuter rail system whose service areas include Harford County, Maryland; Baltimore City; Washington D.C.; Brunswick, Maryland; Frederick, Maryland and Martinsburg, West Virginia. All MARC rail stations and trains are accessible. **Disabled Reduced Fare Program:** People with disabilities who are unable to utilize MTA services as effectively as persons who are not so affected may be eligible to ride for approximately one-third the regular fare on Local Bus, Light Rail and Metro Subway, approximately one-half the regular fare on MARC Train, and with varying discounts on Commuter Buses. To ride MTA services with the Disability discount, the following is required: a valid MTA Disability photo ID card, OR a valid disability ID from another transit agency and any valid government issued photo ID, OR for individuals UNDER age 65, a valid Medicare card and any valid government issued photo ID. To obtain an MTA Disability ID card, one needs to obtain an application that must be filled out by the applicant and the applicant's health care

professional. The application is available at the Reduced Fare Certification Office or online. Applicants must return the completed application by fax, by mail (MTA Reduced Fare Certification Office, 6 St. Paul St., Baltimore, MD 21202), or in person. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in to have the photo taken and ID card issued. **Senior Reduced Fare Program:** Senior citizens, 65 years and older, can ride for approximately one-third the regular fare on Local Bus, Light Rail and Metro Subway, and approximately one-half the regular fare on MARC Train service. Eligibility for Senior Reduced Fares: Senior citizens (age 65 and over), must show: a valid MTA Senior photo ID card, OR any valid government issued photo ID with proof of age, OR a valid Medicare card and any valid government issued photo ID. Senior photo ID cards are issued at the MTA Reduced Fare Certification Office located in the lobby of 6 St. Paul St. The office is open from 8:30 a.m. until 4:30 p.m., Monday through Thursday. Senior photo ID cards are also issued throughout the year at various locations throughout the MTA service area (usually Fridays).

..... 410-767-3441 (V)
..... 410-333-2051 (TTY)
www.mta.maryland.gov/marc-train • E-mail: dhunt@mtamaryland.com

MetroAccess

Shared-ride, door-to-door, paratransit service for people who cannot use public transportation due to a disability. It is a public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of 1990. **Please note** that certified MetroAccess Users ride the fixed route free in the WMATA regional area for Metrorail, Metrobus and Montgomery County Ride On.

- Participants must be certified by Metro (WMATA) that they are not able to use accessible fixed route public transportation. Assessment testing for MetroAccess is now located at Metro’s headquarters at 600 5th Street, NW, Washington, DC, 20001.
- It is a shared ride service so trips may take up to 50% longer than those that are not shared. Transportation is provided by sedans and accessible vans.
- Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$7 per one-way trip.
- MetroAccess provides rides 7 days a week: Monday through Thursday from 5:00 a.m. to midnight; Friday from 5:00 a.m. to 3:00 a.m., Saturday from 7:00 a.m. to 3:00 a.m., and Sunday from 7:00 a.m. to 12:00 a.m.
- Trips may be scheduled up to 7 days in advance but no later than 4:30 p.m. one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. (See Same-Day-Access Program and Call ‘N’ Ride Program on page 6 for same day service.) Registered MetroAccess customers may also use the internet to book, cancel, or review trips.
- Certified users are eligible to use paratransit throughout the United States with advance reservations when on travel for up to 21 days per year. To regularly use other Paratransit services in other parts of the state, persons need to get certified by that local provider.

Main Line: 301-562-5360 (V)
..... 1-800-523-7009 (Toll Free)
Reservations: 301-562-5360 (V), Press #1
Eligibility: 202-962-2700 (V), Press #8
“Where is my ride?” Service: 301-562-5360 (V), Press #2
WMATA Customer Service/Complaint Lines: 202-637-0128 (V), Press #9
TTY number for all of the above numbers 301-588-7535 (TTY)

Complaints can also be filed online using WMATA’s Online Customer Comment Form:
www.wmata.com/about_metro/contact_us/ridercomment.cfm
www.wmata.com/accessibility/metroaccess_service

Metrobus

Fixed bus route service runs within the District of Columbia, Suburban Maryland, and Northern Virginia. Most bus routes are accessible. All buses are accessible and have either a low floor ramp or are lift-equipped. Operator will call for another bus if lift fails. ☎ **Metrobus Operating Hours:** Monday through Friday, 6:00 a.m. to 8:30 p.m., Saturday and Sunday, 7:00 a.m. to 8:30 p.m. People with disabilities who have a valid Metro Disability ID card may for 85¢ cash, or 75¢ paying with SmarTrip®, on regular Metrobus routes. Senior citizens may ride for 75¢ on regular Metrobus routes.

Customer Information Line:..... 202-637-7000 (V)
..... 202-638-3780 (TTY)
Lift-Equipped Metrobus Service: 202-962-1825 (V)

Metrorail

All Metrorail stations and rail cars are accessible. ☎ **Metrorail Operating Hours:** Monday through Thursday, 5:00 a.m. to 12:00 a.m., Friday 5:00 a.m. to 3:00 a.m., Saturday 7:00 a.m. to 3:00 a.m., Sunday 7:00 a.m. to 12:00 a.m. People with disabilities who have a valid Metro Disability ID card and senior citizens may ride for half the regular fare on Metrorail.

Customer Information Line:..... 202-637-7000 (V)
..... 202-638-3780 (TTY)
www.wmata.com/accessibility/metrorail.cfm

Metro Elevator Status and Service Disruption

To verify absolute real time status of elevators: 202-637-7000 (V)
To verify elevator outages: 202-962-1825 (V)
To verify out of service elevators (24 hour recorded line):..... 202-962-1212 (V)
..... 202-638-3780 (TTY)

Subscribe to Elevator Status System (ELstat): Free e-mail subscription and phone alert service to notify you of elevator service disruptions at the Metrorail stations of your choice. Visit <https://elstat.wmata.com> to sign up.

Arranging for a Shuttle: If you arrive at a Metro Station and find that the elevator is out of service at your station destination, you can arrange for a free shuttle from the nearest station to transport you to your station destination. Call 202-962-1825 (V), 202-638-3780 (TTY), or ask the station manager to assist you.

MTA Intercounty Connection (ICC) Bus Service

See also *Airport Transportation – MTA ICC Bus Service to BWI* on page 16

Route Number:	Service To:	Stops:	Service Available:
202	Gaithersburg to DOD / Fort Meade	Metropolitan Grove MARC Station, Gaithersburg Park & Ride, Shady Grove Metro, Georgia Avenue Park & Ride, Savage Marc Station, DOD – VC 1 / Fort Meade	5:10 a.m. to 6:33 p.m., Monday through Friday
203	Columbia to Bethesda	Snowden River Park & Ride, Columbia Mall, Scaggsville Park & Ride, Burtonsville Park & Ride, Georgia Avenue Park & Ride, USUHS, Medical Center Metro and NIH	5:33 a.m. to 5:42 p.m., Monday through Friday
204	Frederick to College Park	Monocacy Marc Station, Urbana Park & Ride, Gaithersburg Park & Ride, Georgia Avenue Park & Ride, Food & Drug Administration, University of Maryland, College Park Metro/MARC Station	5:18 a.m. to 6:12 p.m., Monday through Friday

205	College Park to Germantown	College Park Metro/MARC Station, Muirkirk MARC Station, Georgia Avenue Park & Ride, Shady Grove Metro, Shady Grove Adventist Hospital, Human Genome, NIST, Germantown Transit Center	5:52 a.m. to 5:38 p.m., Monday through Friday
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Fares: One-way fair is \$5.00; ten-trip ticket is \$38.25; monthly pass is \$144.50; and Transit Link Card is \$241.50. Seniors (65+)/Disability Fares: One-way is \$3.20; ten-trip ticket is \$32.00; monthly pass is \$16.50 + 2.65/ride. Exact fare is required. No change will be given if you overpay. One-way fares and ten-trip tickets can be purchased on the bus. All coaches are wheelchair accessible. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID.

..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)

www.mta.maryland.gov/commuter-bus

Ride On Bus – Transit Services – Montgomery County Dept. of Transportation

Ride On has fixed bus routes operating in the County with routes connection to the rail system. All bus routes are accessible. Customer Assistance is available Monday to Friday, 7:00 a.m. – 5:00 p.m. Bus passes are sold Monday to Friday, 8:00 a.m. – 4:00 p.m. at Montgomery County Treasury Office, 255 Rockville Pike, Suite L-15, Rockville, MD 20850. Ride On buses are free Monday through Friday, 9:30 a.m. to 3:00 p.m. for seniors and people with disabilities. Seniors must be 65 years or older and have a valid Metro Senior ID card or Senior SmarTrip® Card or a valid Medicare card and photo ID. Persons with disabilities must have a Metro Disabled ID card.

..... 311 (in the County)
..... 240-777-0311 (Outside the County)
..... 240-773-3556 (TTY)

www.montgomerycountymd.gov/RideOn

‘Round Rockville

..... 240-777-7433 (V)
..... 240-777-5869 (TTY)

Shuttle service serving stops in Rockville Town Center. Riders should look for Ride On buses painted with a new blue, red and white design featuring the words ‘Round Rockville’. The route is the existing Route 45 which operates between Rockville Regional Transit Center (RRTC) at Falls Grove and Twinbrook Metro Station, also serving Rockville Metro Station. The route will operate between Twinbrook Station, Twinbrook Parkway, Baltimore Road, Stonestreet Avenue, Rockville Station, Middle Lane, N. Washington Street, Hungerford Drive, College Parkway, Nelson and Azalea, and the Rockville Regional Transit Center (Falls Grove). Regular fares will apply.



www.montgomerycountymd.gov/content/dot/transit/routesandschedules/allroutes/route045.asp

University of Maryland College Park Paratransit and Shuttle

Paratransit service, which is a curb-to-curb, on demand, and subscription service is available to all students, faculty, staff, and visitors with disabilities. The service is for academic purposes only. Each paratransit vehicle is equipped with a wheelchair lift. People with a permanent disability should register for Paratransit service through Disability Support Services. People with temporary disabilities, such as broken legs or sprained ankles, should register at the Health Center. Private physicians can diagnose injuries, but these diagnoses must be verified by the UHC or DSS. In addition, passengers must register with the Department of Transportation Services (DOTS) Shuttle-UM. During the fall and spring academic semesters, paratransit service hours are twenty-four (24) hours a day, seven days a week. During

Metro Disability ID Card may ride for half the regular fare on Metrorail, for 75¢ SmarTrip or 85¢ on for cash regular Metrobus routes, and for discounted fare on other participating bus service providers. Senior citizens 65 years or older with a disability and Medicare card holders with a valid photo ID are not required to apply for the Metro Disability ID Card. Please read below for more information. Customers who have a valid MetroAccess ID card may ride Metrobus and Metrorail free of charge. The Metro Disability ID Card is free and an initial card will be issued without a waiting period if you qualify and meet the eligibility criteria. You can obtain a Metro Disability ID card application by call 202-962-1245 (V), 202-628-8973 (TTY), e-mailing adap@wmata.com, by visiting the locations listed below or, downloading it from www.wmata.com/accessibility/doc/Reduced_Fare_Application.pdf. Metro Disability ID Cards are issued at designated regional locations by appointment only. Call the Metro ID Office at 202-962-1245 (V) or 202-628-8973 (TTY) for additional information or an appointment.

Senior Citizens (aged 65 and older): If you are a senior citizen with a disability, you do not need to apply for the Metro Disability ID Card. As a senior citizen, you already qualify for reduced fares. If you are a local resident, you may pay the reduced bus fare by showing the operator your valid Medicare card and a government-issued photo ID. Senior citizens may purchase a Senior SmarTrip card for \$5.00 at the following locations:



Metro Sales Office Metro Headquarters 600 Fifth Street, NW Washington, DC 20001 Open Weekdays 9:00 a.m. to 3:00 p.m.	TRiPS – Transit Services Store 8413 Ramsey Avenue Silver Spring, MD 20910 240-773-8747 (V) Open Weekdays 7:00 a.m. to 5:00 p.m.	TRiPS – Transit Services Store 17 Wisconsin Circle Chevy Chase, MD 20815 240-773-8747 (V) Open Weekdays 11:00 a.m. to 7:00 p.m.	Montgomery County Treasure Office 255 Rockville Pike Suite L-15 Rockville, MD 20850 Open Weekdays 8:00 a.m. to 4:00 p.m.
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Same-Day-Access Program

The Same-Day-Access program is for certified MetroAccess participants who must reside in Montgomery County and have a current MetroAccess Identification Card. All Montgomery County Residents that have current MetroAccess Identification cards qualify to purchase one subsidized Call ‘N’ Ride taxi coupon book per month. Cost of the coupon book varies depending on income.

..... 301-948-5409 (V)

TAXICAB COMPANIES*

Action Taxi	301-840-1222 (V)
Barwood Taxi	301-984-1900 (V)
Orange Taxi	301-912-0000 (V)
Regency Cab	301-990-9000 (V)
Sun Cab	301-252-0575 (V)

Please note that drivers of taxis may charge you a \$1.00 “Personal Service Charge” for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

**See also section on Call ‘N’ Ride regarding taxicab coupons on page 10.*

TAXICAB LICENSING AND REGULATION

Maryland Medicaid Transportation Provider Information

Transportation providers can call here to obtain information on becoming a Maryland Medicaid transportation provider.

Staff Specialist for Transportation..... 410-767-1739 (V)

Montgomery County Taxicab Hot Line

🕒 **Hours:** Monday through Friday, 10:00 a.m. to 2:00 p.m. Monday through Friday. Messages can be left at other hours. The Hot Line is for complaints or compliments only. All other calls regarding immediate service should be directed to the taxi company. Complaints can also be filed online.

..... 311 (In County)
..... 240-777-0311 (Out of County)
..... 240-773-3556 (TTY)
www.montgomerycountymd.gov/taxihotline • E-mail: mcdot.taxioffice@montgomerycountymd.gov

Montgomery County Taxicab Unit - Montgomery County Department of Transportation - Division of Transit Services

🕒 **Hours:** Monday through Thursday, 8:30 a.m. to 12:00 p.m. Provide general ride information and correct taxicab fares.

..... 311 (In County)
..... 240-777-0311 (Out of County)
..... 240-773-3556 (TTY)
E-mail: mcdot.taxioffice@montgomerycountymd.gov

COMMERCIAL BUS, RAIL, AND AIRPORT TRANSPORTATION

Bus and Rail

Amtrak

Montgomery County Station is located at Rockville Metro Station. Amtrak offers a 15% rail fare discount to passengers with disabilities. To receive the discount you must book your reservation by telephone or at a ticket counter. You must also provide written documentation of disability at the ticket counter and when boarding the train. Acceptable documentation includes: transit system ID card, membership card from a disabilities organization, or a letter from a physician. Amtrak travelers 62 years of age and over are eligible to receive a 15% discount on the lowest available rail fare on most Amtrak trains. On cross-border services operated jointly by Amtrak and VIA Rail Canada, a 10% Senior discount is applicable to travelers aged 60 and over. Valid proof of age is required when purchasing your ticket and onboard the train. To ensure that you get the space and accommodations you require, you must make a reservation for any of the following: wheelchair space, transfer seats (for when you travel in a seat and stow your wheelchair), and/or accessible sleeper accommodations. Amtrak requires that you make reservations for such accommodations on all trains, including on "unreserved trains" (on which reservations for ordinary seats are not required). Accessible space is limited. Please make your reservation as far in advance of travel as possible. Agents are available by phone, 24 hours a day, 7 days a week.

..... 1-800-872-7245 (Toll Free)
..... 1-800-523-6590 (TTY)
www.amtrak.com

Greyhound Bus

Greyhound passengers age 62 and older may request a 5% discount on unrestricted passenger fares. Attendants may be issued a 50 percent discounted ticket to travel with you. Drivers, customer service personnel and contractors are available to meet the needs of customers with disabilities. Greyhound provides assistance with boarding and de-boarding buses, luggage, transfers, stowage and retrieval of mobility devices. This service is provided during transfers, meal and rest stops and other times as reasonably requested. Greyhound can help whether you are traveling alone or with a personal care attendant, using various mobility devices, or being accompanied by a service animal. Portable oxygen and respirators may accompany passengers. Priority seating is available for the elderly and customers with disabilities. Require 48-hour notice prior to departure for lift-equipped bus.

Customers with Disabilities Travel Assistance Line 1-800-752-4841 (Toll Free)
..... 1-800-345-3109 (TTY)
ADA Compliance 1-800-755-2357 (Toll Free)
Montgomery County Station: 8100 Fenton Street, Silver Spring, MD 301-585-5110 (V)
www.greyhound.com

Airport Transportation – Getting Around Within the Airports

Transportation Security Administration (TSA) Cares Helpline for Air Travelers With Disabilities and Medical Conditions

People in need of assistance can call the TSA Cares Helpline before you travel for answers to questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call about 72 hours before traveling so that, when needed, TSA Cares can coordinate checkpoint support with a TSA Customer Service Manager at the airport.

TSA Cares Helpline..... 1-855-787-2227 (Toll Free)
www.tsa.gov/travelers/airtravel/disabilityandmedicalneeds/tsa_cares.shtm

Baltimore-Washington International (BWI) Airport

There are public telephones equipped with TDD throughout the airport. Travelers who are accompanied by service or other domestic animals can enjoy the convenience a pet relief area while at the airport, found at the end of Concourse E near the International Terminal, adjacent to the light rail station.

Wheelchair service is provided by Aviation Safeguards serving Southwest, American, Delta, British Airways, Continental, United, and US Airways; by Prime Flight Aviation Services serving jetBlue and Cape Air, and US Airways; and by Prospect Airport Services serving AirTran Airways and Southwest Airlines. Wheelchairs can also be obtained by contacting one of the skycaps or an agent. You can call communications and have them page a skycap with a wheelchair from the traveler's airline.

BWI Airport Information..... 1-800-435-9294 (Toll Free)
..... 410-859-7227 (TTY)
Aviation Safeguards..... 443-764-2088 (V)
Prime Flight Aviation Services 443-588-9308 (V)
Prospect Airport Services..... 410-981-1251 (V)

www.bwiairport.com

Dulles International Airport (IAD)

In all terminals, wheelchair accessible TDD phones can be found at various locations throughout each building. Restrooms are fully accessible with toilet stalls for individuals with disabilities. You may arrange for a wheelchair at any terminals through your airline or with any Skycap at the Airport. Please notify your airline in advance of your visit so that they can better serve your needs. The elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an electronic voice announces arrival at each floor. Airport shuttle buses are equipped with wheelchair lifts. Large print and Braille versions of this information are available at the Information Counters.

Information:..... 703-572-2700 (V)
www.mwaa.com/dulles/842.htm

Reagan National Airport

You may arrange for a wheelchair at any terminals through your airline or with any Skycap at the Airport. Please notify your airline in advance of your visit so that they can better serve your needs. TTY units are located throughout the Airport and are clearly marked with blue and white signs above each unit. Reagan National Airport has designated animal relief areas for service animals that accompany passengers.

Information: 703-417-8000 (V)
www.mwaa.com/reagan/231.htm

Airport Transportation – Getting To and From the Airport

Amtrak

Serves Reagan National Airport and BWI Marshall Airport. Reagan National Airport is located near two Amtrak rail stations. Both are easily accessed using the Metrorail system.

- **Amtrak Union Station (Washington, DC):** The station is located at Union Station on Metrorail's Red Line. Please view the Metrorail Map for routing options from Reagan National Airport.
- **Amtrak Alexandria Station (Alexandria, VA):** The station is adjacent to the King Street Station on Metrorail's Blue Line and Yellow Line - the same Metrorail lines which serve Reagan National Airport.

Amtrak trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. To contact the BWI Marshall Rail Station, please call 410-672-6169 (V).
..... 1-800-872-7245 (Toll Free)
..... 1-800-523-6590 (TTY)
www.amtrak.com

Greyhound Bus

Reagan National Airport is located near two Greyhound Bus terminals. Both can be accessed using the Metrorail system.

- **Greyhound Washington, D.C. Terminal:** Located at 1005 First Street, N.E., behind Union Station on Metrorail's Red Line. It is about a 4-block walk because you must go completely around Union Station property to get there. Taxi service is also available at Union Station.
- **Greyhound Springfield, VA Terminal:** Located adjacent to the Springfield/Franconia Station on Metrorail's Blue Line.

..... 1-800-231-2222 (Toll Free)
..... 1-800-345-3109 (TTY)
www.greyhound.com • E-mail: ifsr@greyhound.com

Light Rail Service

⌚ **Hours:** Monday – Friday, 6:00 a.m. – 11:00 p.m., Saturday, 7:00 a.m. – 11:00 p.m., and Sunday and Holidays, 11:00 a.m. – 7:00 p.m. Services provided by the Maryland Transit Administration to and from BWI Marshall Airport. Light Rail service is available to downtown Baltimore, Timonium, and Hunt Valley from BWI Marshall Airport. The BWI Marshall Light Rail Station is located immediately outside the lower level of the terminal building, adjacent to Concourse E.

Information and Schedules 410-539-5000 (V)
www.mta.maryland.gov/light-rail

MARC Train

MARC Trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. From Washington, DC, board MARC Trains at Washington's Union Station located at Massachusetts Ave. and First Street, NE.

MTA Transit Information Call Center 1-866-743-3682 (Toll Free)
BWI Marshall Rail Station 410-672-6169 (V)
www.mta.maryland.gov/services/marc

Metrobus

Metrobus Route 5A is an express bus service between Dulles International Airport and Washington, DC (L'Enfant Plaza) via the following stops: Washington Dulles International Airport, Herndon-Monroe Park & Ride Lot (VA), Tysons-Westpark Transit Station (VA), Rosslyn Station (VA) and L'Enfant Plaza Station (VA). Metrobus Route 30 bus service from Greenbelt to BWI. Metrobus offers bus service on the #17 bus from BWI Marshall Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park and the Patapsco Light Rail Station.

..... 202-637-7000 (V)
..... 202-638-3780 (TTY)
www.wmata.com/bus

Metrorail

Reagan National Airport can be accessed by taking the Blue/Yellow line. The nearest Metrorail station for Dulles International Airport is the West Falls Church Station on the Orange Line. Direct transportation to this station is available from the Washington Flyer Coach Service. Each coach is handicapped accessible. Buses depart approximately every 30 minutes and boarding announcements are made inside the airport. Board any Orange line train headed towards "Vienna/Fairfax/GMU." Exit the train at the West Falls Church station, and follow the signs directing you to the Washington Flyer bus stop. Tickets can be purchased on the bus from the driver. All Washington Flyer buses departing this location go directly to the front door of the Main Terminal at Dulles Airport.

..... 202-637-7000 (V)
..... 202-638-3780 (TTY)
www.wmata.com/rail

MTA Intercounty Connector (ICC) Bus Service

The No. 201 Commuter Bus Service operates between Gaithersburg Park & Ride to BWI Marshall Airport with stops at MD 117 & Bureau Drive (NIST), Shady Grove Metro, Georgia Avenue Park & Ride, and Burtonsville Park & Ride. Operates seven days a week with hourly service from 4:00 a.m. to 12:13 a.m. accommodating 24 weekday trips and 30 weekend trips. Fares: One-way fair is \$5.00; ten-trip ticket is \$38.25; monthly pass is \$144.50; and Transit Link Card is \$241.50. Seniors (65+)/Disability Fares: One-way is \$3.20; ten-trip ticket is \$32.00; monthly pass is \$16.50 + 2.65/ride. Exact fare is required. No change will be given if you overpay. One-way fares and ten-trip tickets can be purchased on the bus. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. All coaches are wheelchair accessible.

..... 410-539-5000 (V)
..... 1-866-743-3682 (Toll Free)
www.mta.maryland.gov/commuter-bus

SuperShuttle

Door-to-door shared ride van service. Shuttles operate on an on-demand basis. No reservations are needed for outbound service from the airport. Serves BWI, Dulles, and Reagan National Airports.

..... 1-800-258-3826 (Toll Free)
..... After hours, press 1 for dispatch or 2 for reservations.
www.supershuttle.com • E-mail: reservations@supershuttle.net

Virginia Regional Transit

Provides direct bus service between Dulles Airport and the Smithsonian National Air and Space Museum's Udvar-Hazy Center, and to other locations in the region. Fare is 50 cents per person each way.

..... 1-877-777-2708 (Toll Free)
www.vatransit.org

Washington Flyer Coach Service

Non-stop service to and from Dulles Airport via Metro's West Falls Church Station for just \$10 one-way or \$18 round-trip. Tickets for the Flyer Coach can be purchased at the ticket counter located inside the vestibule of Door 4 on the Arrivals Level of the Main Terminal. Passengers boarding at Metro's West Falls Church Station can purchase a ticket when the Coach arrives at Washington Dulles International Airport.

..... 1-888-927-4359 (Toll Free)
www.washfly.com/coach.html • E-mail: iadgroundtransportation@mwaa.com

Washington Flyer Taxi

..... 703-572-8294 (V)

Serves Dulles International Airport with 24-hour service to and from the airport. Reservations required when going to the airport. No reservation is required when leaving the airport. Wheelchair-accessible minibuses can accommodate one person in his/her wheelchair plus three additional passengers.

www.washfly.com/Taxi.html • E-mail: iadgroundtransportation@mwaa.com

ESCORTED TRANSPORTATION (Medical and Other Necessary Appointments)

American Cancer Society Road to Recovery Program

Provides transportation to and from treatment for people who have cancer and do not have a ride or are unable to drive themselves.

..... 1-800-227-2345 (Toll Free)

www.cancer.org

Angel Bus

Nonprofit corporation providing non-emergency long-distance ground transportation to patients in need. Volunteer drivers are matched with missions in various regions of the United States.

..... 1-800-768-0238 (Toll Free)

www.angel-bus.org • E-mail: info@angel-bus.org

Ashton Care Medical Transport

Non-emergency special needs transportation for medical appointments, nursing homes and hospital discharges, work, shopping, family visits, airport, and more. Wheelchair accessible vans. Offer discounts to dialysis patients and other special cases. 24-hour advance notice.

..... 301-762-9098 (V)

www.ashtoncare.com • E-mail: AshtonCareMed@aol.com

Bethesda Help

Free-of-charge transportation to doctor and social-service appointments for elderly or individuals with disabilities who cannot afford cab fare. For residents of southern Montgomery County who are in financial crisis.

..... 301-365-2022 (V)

www.bethesdahelp.org • E-mail: info@bethesdahelp.org

Brenner Escort Service

Program provides escorted transportation for the frail elderly and individuals with disabilities to medical appointments. Ambulatory and wheelchair transportation available. Must provide proof of income and eligibility for possible sliding scale (if needed) before transportation is provided. Must be client of the Jewish Social Service Agency to receive this service.

..... 301-816-2633 (V)

www.jssa.org

CASA of Maryland (For CASA Participants Only)

..... 301-431-4185 (V)

Damascus Help

Transportation for low-income persons and families in the upper portion of Montgomery County in zip codes 20871, 20872, 20882 north of Brink Road and 20876 from Route 27 north of Brink Road.

..... 301-253-4100 (V)

www.damascushelp.org • E-mail: dh20872@aol.com

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)

..... 1-866-573-6467 (Toll Free)

www.daughterfortheday.org

Doc's Nursing Jobs - Medical Transport Express

Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5:00 a.m. to 6:00 p.m. Extended hours and Sunday transportation can be arranged. One way transport from \$65. Roundtrip transport from \$90. Rides must be scheduled a minimum of 24 hours in advance. Same day service is available on first call basis. Serve Maryland and DC. Accept MC and DC Medicaid, insurance and private pay.

..... 301-540-8444 (V)

..... 240-848-3161 (V)

www.medicaltransportandnursing.com • E-mail: doc@medicaltransportandnursing.com

Exact Enterprises, Inc.

Ambulatory, wheelchair, Gerri-chair and stretcher non-emergency medical transportation. Services available 24 hours a day, 7 days a week

Rufin Sime, Executive Director..... 301-593-9228 (V)

E-mail: exactent@email.com

Gaithersburg Help

Assist with transportation to medical appointments and social service agencies.

..... 301-216-2510 (V)

<http://gaithersburghelp.org> • E-mail: gaithersburghelp@yahoo.com

Innovative Medical Transport

Non-emergency transportation for the elderly or persons with disabilities to medical and other appointments, including family visits, shopping, and airport. Ambulatory and wheelchair transportation available. Discounts available for dialysis patients. Serve MD, VA, and DC.

Thomas E. Dominique, President..... 202-300-3564 (V)

www.innovativemedicaltransport.com • E-mail: info@innovativemedicaltransport.com

National Multiple Sclerosis Society – Maryland Chapter

Limited financial assistance for transportation needs to medical appointments.

..... 1-800-344-4867 (Toll Free)

www.nationalmssociety.org/chapters/MDM/index.aspx • E-mail: info@nmss-md.org

Olney Home for Life

Volunteer drivers provide escorted transportation for medical appointments, shopping, and other needs. Serve seniors and people with disabilities living in the Olney area.

..... 240-406-9209 (V)

www.olneyhomeforlife.org • E-mail: info@olneyhomeforlife.org

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments, errands and shopping assistance. Serve seniors 62 years and older who live in Montgomery County. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-962-0820 (V)

www.seniorconnectionmc.org • E-mail: seniorconnectionmc@gmail.com

Senior Transportation Service

Provide transport to doctor appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands.

..... 1-888-794-1290 (Toll Free)

www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transcend Services, Inc.

GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions, and elderly and assisted transportation.

..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com • E-mail: info@transcendservice.com

Western Upper Montgomery County (WUMCO) Help

Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, and Dickerson.

..... 301-972-8481 (V)
www.wumco.org

Winter Growth

Driver-aides transport individuals to medical appointments and wait with them in the waiting room. Wheelchair access vans are available as well as large vans for group outings. Accept Medicaid, private pay, and other public and privately funded subsidies.

..... 301-774-7501 (V)
www.wintergrowth.com

GROCERY SHOPPING TRANSPORTATION

Montgomery County Ride On Bus

Grocery shopping service is provided for a limited number of subsidized senior apartment buildings once per week. Seniors at neighboring buildings may also ride the bus. Contact the building property management to find out if this service is available.

Olney Home for Life

Volunteer drivers provide escorted transportation for shopping, medical appointments, and other needs. Serve seniors and people with disabilities living in the Olney area.

..... 240-406-9209 (V)
www.olneyhomeforlife.org • E-mail: info@olneyhomeforlife.org

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments, errands and shopping assistance. Serve seniors 62 years and older who live in Montgomery County. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-942-1049 (V)
www.seniorconnectionmc.org • E-mail: greg.muncill@seniorconnectionmc.org

Senior Transportation Service

Provide transport to doctor appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands.

..... 1-888-794-1290 (Toll Free)
www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transcend Services, Inc.

GPS-equipped sedans, minivans and custom wheelchair vans for doctor visits, hospital visits, physical and occupational therapy, dialysis, special events, group trips, airport pick-up and delivery, family functions, and elderly and assisted transportation.

..... 410-526-4949 (V)
..... 1-877-838-3032 (Toll Free)
www.transcendservice.com • E-mail: info@transcendservice.com

Western Upper Montgomery County (WUMCO) HELP

Medical and social transportation provided by volunteers. For Poolesville, Barnesville, Beallsville, Boyds, and Dickerson.

..... 301-972-8481 (V)
www.wumco.org

Winter Growth

Driver-aides provide transportation to the store, assist in procuring the desired items and, if the client desires, help to put groceries away in the home. Accept Medicaid, private pay, and other public and privately funded subsidies.

..... 301-774-7501 (V)
www.wintergrowth.com

Assisted Shopping for Groceries

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)
..... 1-866-573-6467 (Toll Free)
www.daughterfortheday.org

Senior Connection

Volunteer drivers provide escorted transportation to medical appointments, errands and shopping assistance. Serve seniors 62 years and older who live in Montgomery County. Schedule in advance. Unable to serve people who use wheelchairs.

..... 301-942-1049 (V)
www.seniorconnectionmc.org • E-mail: greg.muncill@seniorconnectionmc.org

Winter Growth

Driver-aides provide transportation to the store, assist in procuring the desired items and, if the client desires, help to put groceries away in the home. Accept Medicaid, private pay, and other public and privately funded subsidies.

..... 301-774-7501 (V)
www.wintergrowth.com

Deliveries Only

Chevy Chase Supermarket – Serve Chevy Chase area and some Bethesda and Kensington.

..... 301-656-5133 (V)
www.chevychasesupermarket.com • E-mail: krkirsch@gmail.com

Giant Peapod

Online grocery shopping and delivery. Register online.

..... 1-800-573-2763 (Toll Free)
www.giantfood.com/peapod

Safeway

Online grocery shopping and delivery. Register online.

..... 1-877-723-3929 (Toll Free)
www.safeway.com

Top Banana Home-Delivered Groceries

Serving senior citizens and people with disabilities in Prince George's, Montgomery and Charles Counties and Washington, D.C. Will also assist with small chores like taking out the trash and picking up the mail.

..... 301-372-3663 (V)
www.topbananagrocer.org • E-mail: info@topbananagroceries.org

SENIOR CENTERS AND NEIGHBORHOOD SENIOR PROGRAM TRANSPORTATION

Limited Ride On Bus transportation is available to the Senior Centers and many of the Neighborhood Senior Programs. Transportation is available by formal request. Buses provide curb-to-curb service and are wheelchair accessible. Buses cover different geographic areas on different days of the week so schedules will vary depending on location. Please contact the Senior Center Director or staff at your nearest senior center to request transportation. If you are unsure which senior center or senior program you are closest to, **call the Recreation Department at 240-777-4925 (V).**

PRIVATE DOOR-TO-DOOR TRANSPORTATION SERVICES

These companies offer **door-to-door service** and some will assist a person to exit or enter a home or destination. Costs are higher than public transportation.
Transportation provided for trips throughout Maryland with advance notice.

Ashton Care Medical Transport

Non-emergency special needs transportation for medical appointments, nursing homes and hospital discharges, work, shopping, family visits, airport, and more. Wheelchair accessible vans. Offer discounts to dialysis patients and other special cases. 24-hour advance notice.

..... 301-762-9098 (V)
www.ashtoncare.com • E-mail: AshtonCareMed@aol.com

Daughter for the Day

Volunteers take seniors to their doctor appointments, business appointments, to church, to the grocery store, drop off and pick up prescriptions, and help them with other errands they need to complete. Volunteers stay with the senior throughout the entire outing, helping them every step of the way. Servicing area includes Maryland, Northern Virginia, and Washington, DC.

..... 301-203-7050 (V)
..... 1-866-573-6467 (Toll Free)
www.daughterfortheday.org

Doc's Nursing Jobs Medical Transport Express

Offer van service transport to doctors appointments, hospital discharges, church services, family visits, and holiday and out-of-state for individuals who use wheelchairs or geriatric chairs. Certified nursing assistant escorts available. The van provides transportation Monday through Saturday from 5:00 a.m. to 6:00 p.m. Extended hours and Sunday transportation can be arranged. One way transport from \$65. Roundtrip transport from \$90. Rides must be scheduled a minimum of 24 hours in advance. Same day service is available on first call basis. Serve MD and DC. Accept MC and DC Medicaid, insurance and private pay.

..... 301-540-8444 (V)
..... 240-848-3161 (V)
www.medicaltransportandnursing.com • E-mail: doc@medicaltransportandnursing.com

Exact Enterprises, Inc.

Ambulatory, wheelchair, Gerri-chair and stretcher non-emergency medical transportation. Services available 24 hours a day, 7 days a week

Rufin Sime, Executive Director 301-593-9228 (V)
E-mail: exactent@email.com

Innovative Medical Transport

Non-emergency transportation for the elderly or persons with disabilities to medical and other appointments, including family visits, shopping, and airport. Ambulatory and wheelchair transportation available. Discounts available for dialysis patients. Serve MD, VA, and DC.

Thomas E. Dominique, President..... 202-300-3564 (V)

www.innovativemedicaltransport.com • E-mail: info@innovativemedicaltransport.com

Para-Med Medical Transportation

Non-emergency transportation to and from hospitals, nursing homes, rehabilitation centers, cancer centers, dialysis facilities, day care facilities, airports, train stations, schools, work, and special events. Also offer out of state and long distance transport. Transport available Monday through Saturday, 5:00am to 8:00pm. Appointments required for Sunday travel. 24-hour advance notice preferred. Insurance and Medicaid accepted.

..... 301-253-0030 (V)

..... 1-800-527-0005 (Toll Free)

www.paramedusa.com • E-mail: paramed@paramedusa.com

Senior Transportation Service

Provide transport to doctor appointments, hair appointments, restaurants, theatre, airports, train stations, and more. Also provide quick trip service for errands.

..... 1-888-794-1290 (Toll Free)

www.seniortransportationservice.com • E-mail: srtrsv@gmail.com

Transport-U

Sedan service as well as wheelchair and stretcher accessible vans for non-emergency medical transportation to and from hospitals, nursing homes, assisted living and group homes, dialysis, doctor's offices, rehabilitation centers, out-patient centers, and other locations as needed. 24-hour advanced notice preferred. Can accommodate same day requests based on availability. Advance notice required for holidays. Accept Montgomery County Medicaid, Evercare, other insurances (with transportation benefit), and private pay.

..... 240-475-7568 (V)

www.transportu.com • E-mail: info@transportu.com

TRAVEL CONNECTIONS CROSS COUNTY AND BEYOND

MetroBus	#J4	Bethesda Metro to Silver Spring Metro
MetroBus	#J7 or #J9	Lakeforest Transit Center to Bethesda Naval Medical Center, National Institute of Health, and Bethesda Metro
Ride On Bus	#74	Shady Grove to Germantown Transit Center

Frederick and Howard County

MTA Maryland Commuter Bus Service

Wheelchair accessible motorcoaches. Fares on Commuter Bus are based on zones. Senior/Disability, Monthly, 10-trip, and Transit Link discounts are available. Only one-way cash rides and 10-trip tickets are sold on the coaches and the drivers will accept unused (WMATA) SmartBenefits Vouchers and (MTA) Commuter Choice Maryland vouchers for payment. Monthly passes and Transit Link Cards (TLC) are sold through the Internet or by mail from the MTA Revenue Control Office. Reduced fares are available for senior citizens (65+), persons with disabilities, and Medicare Cardholders. To be eligible, you must show one of the following; a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. Service is operated under service contracts with Dillon's Bus Service, Eyre Bus Service, Keller Transportation, and Martz/Gold Line.

..... 410-539-5000 (V)

..... 410-333-2051 (TTY)
 1-866-743-3682 (Toll Free)
Reduced Fare Certification Office 410-767-3441 (V)
<http://mta.maryland.gov/commuter-bus>

Route #201:	Gaithersburg to BWI Marshall Airport
Route #915:	Columbia/Silver Spring/Washington, DC.
Bus #929:	Columbia/Silver Spring/Washington, DC.
Bus #991:	Hagerstown/Frederick to Shady Grove/Rock Spring Business Park.

Prince George's County

TheBus - Prince George's County Transit

Serve specific routes within Prince George's County. Buses operate Monday through Friday from 6:00am – 7:00pm. No service is provided on Saturday, Sunday, or major holidays. Call ahead to secure a lift bus. Seniors (60+) and disabled customers can now ride TheBus free-of-charge during normal operational hours. To take advantage of this new program, riders just have to present one form of proper identification - driver's license, Metro Senior/Metro Disabled/MetroAccess card, or similar ID - to the bus driver. In addition, disabled customers with a MetroAccess ID may bring one personal companion with them on board TheBus at no charge.

..... 301-324-2877 (V)
www.princegeorgescountymd.gov

Baltimore County and Beyond

Maryland Transit Administration (MTA)

Information and schedules for Baltimore local and commuter buses, Metro Subway, MARC Trains, Light Rail and Mobility/Paratransit. Find out about connections between Frederick, Baltimore, Annapolis, Montgomery County, West Virginia, Harford County, Prince George's County and Virginia. The 15.5-mile, 14 station Metro Subway system operates from the Owings Mills corporate and shopping complex in Baltimore County, through the heart of Downtown Baltimore's business, shopping and sightseeing districts to world-renowned Johns Hopkins Hospital. People with disabilities who are unable to utilize MTA services as effectively as persons who are not so affected may be eligible to ride for approximately one-third the regular fare on Local Bus, Light Rail and Metro Subway, approximately one-half the regular fare on MARC Train, and with varying discounts on Commuter Buses. To ride MTA services with the Disability discount, the following is required: a valid MTA Reduced Fare Disability photo ID card, OR a valid disability ID from another transit agency and any valid government issued photo ID, OR for individuals under age 65, a Medicare card and any valid government issued photo ID. To obtain an MTA Reduced Fare Disability ID card, one needs to obtain an application that must be filled out by the applicant and the applicant's health care professional from the Reduced Fare Certification Office. Senior citizens, 65 years and older, can ride for approximately one-third the regular fare on Local Bus, Light Rail and Metro Subway, and approximately one-half the regular fare on MARC Train service. Senior citizens (age 65 and over), must show: a valid MTA Senior photo ID card, OR any valid government issued photo ID with proof of age, OR a Medicare card and any valid government issued photo ID. Senior photo ID cards are issued at the MTA Reduced Fare Certification Office located in the lobby of 6 St. Paul St. The office is open from 8:30 a.m. until 4:30 p.m., Monday through Thursday. Senior photo ID cards are also issued throughout the year at various locations throughout the MTA service area (usually Fridays). Mobility/Paratransit is a curb-to-curb, shared ride service for people with disabilities who are not able to ride fixed-route transit. Paratransit service is provided during the house and days of the week MTA fixed-route service (bus, Metro Subway, and Light Rail) operates. The Paratransit Service Area consists of any Baltimore City, Baltimore County or Anne Arundel County location within ¾ of a mile of any fixed route system. Individuals must complete an application, which includes a doctor's evaluation section, and submit it to the MTA. Call the Certification Office for more information or to request an application.

🕒 **Transit Information Call Center Hours:** Monday through Friday, 6:00 a.m. – 11:00 p.m.

Transit Information Call Center:..... 1-866-743-3682 (Toll Free)
 410-539-3497 (TTY)
Comments/Complaints:..... 410-333-2354 (V)
Reduced Fare Certification Office:..... 410-767-3441 (V)
 410-333-2051 (TTY)
<http://mta.maryland.gov>

John Hopkins Medical Institute (JHMI) Transportation Shuttles

JHMI Transportation Shuttles - Eligibility in most cases to ride the JHMI or any Hopkins shuttles extends to any Hopkins student, faculty, staff, patient or official guest. Courtesy shuttles are provided free of charge for patients and visitors traveling around campus. Only authorized patients and their visitors may ride the shuttles. Persons that are patients of a Hopkins facility require a letter of introduction from the sponsoring department which they would show to the bus driver along with their personal photo identification. If a person is being referred to a JHMI facility, they should seek a letter of introduction from their treating physician as soon as practical. A letter from the state facility would be required initially to serve as an introduction to the service.

🕒 **Transportation Office Hours:** Monday through Friday, 6:00 a.m. to 10:00 p.m.

Elaine Morton, Transportation Manager..... 410-502-6880 (V)

www.hopkinsmedicine.org/security_parking_transportation/transportation • E-mail: emorton3@jhmi.edu

Camden Yards via Public Transportation

Maryland Transit Administration (MTA)

Local Bus Service: 20 local bus routes pass near Oriole Park. Bus Nos. 1, 3, 5, 6, 7, 8, 10, 11, 15, 17, 19, 20, 23, 27, 35, 36, 61, 64, 91 and QuickBus 40 and 48. Fare is \$1.60 one-way and \$3.50 for a day pass.

Metro Subway Service: Service every 8 to 15 minutes. Fare is \$1.60 one-way, \$3.20 round trip, and \$3.50 for a day pass. 🕒 **Hours:** Monday – Friday, 5:00 a.m. – 12:00 a.m.; Saturday, Sunday and Holidays, 6:00 a.m. – 12:00 a.m. Return service for games ending after regular closing time will be extended for a limited time after the final out. Make your way promptly to the station platform after the game.

Light Rail Service: Service every 10 to 30 minutes. Fare is \$1.60 one-way, \$3.20 roundtrip, and \$3.50 for a day pass. 🕒 **Hours:** Monday – Friday, 5:00 a.m. – 12:00 a.m.; Saturday 6:00 a.m. – 11:00 p.m.; and Sunday, 11:00 a.m. – 7:00 p.m. Return service for games ending after regular closing time will be extended for one hour, with limited service during that period. Make your way promptly to the Light Rail platform after the game.

Mobility/Paratransit Service: Individuals with disabilities who are registered with MTA Mobility / Paratransit may call 410-764-8181 for service to Oriole Park. You must call by 5:00 p.m. the day before.

Senior / Disability Reduced Fares: Senior citizens (age 65+), individuals with disabilities, and Medicare cardholders must show one of the following to be eligible for reduced fares on MTA transit services: a valid MTA Senior/Disability photo ID card, OR any valid government-issued photo ID card with proof of age, OR a valid disability ID from any transit agency and valid government-issued photo ID, OR a Medicare card and any valid government-issued photo ID.

MTA Bus, Light Rail, Metro Subway and MARC Train Info:..... 410-539-5000 (V)
 1-866-743-3682 (Toll Free)
 410-539-3497 (TTY)

<http://mta.maryland.gov/oriole-park-camden-yards>

Ocean City via Public Transportation

Greyhound provides daily buses to and from Ocean City via Baltimore and Washington, DC. All buses stop in Salisbury. Assistance is available to customers with disabilities when they travel within the Greyhound system. Contact the Greyhound Customers with Disabilities Travel Assistance Line at 1-800-752-4841 (Toll Free) at least 48 hours prior to your departure.

For fare and schedule information visit Greyhounds website at www.greyhound.com or call 1-800-231-2222 (Toll Free) 1-800-345-3109 (TTY) E-mail: ifsr@greyhound.com

Greyhound Departures from West Ocean City Park-N-Ride to Salisbury Greyhound – Fare \$18.50

Departs 11:05 a.m. / Arrives 11:45 a.m. (Sunday through Saturday, except Wednesdays)

Departs 5:45 p.m. / Arrives 6:30 p.m. (Sunday through Saturday, except Tuesdays)

Greyhound Departures from Salisbury to Baltimore and Washington, D.C.

Salisbury to Baltimore – Departs 12:01 p.m. (Sunday through Saturday, except Wednesdays)

Salisbury to Washington, DC – Departs 6:40 p.m. (Sunday through Saturday, except Tuesdays)

- **Boardwalk Tram** travels from the entire length of the boardwalk, from the Inlet to the North Booth at 27th Street. Operates Monday through Friday, 11:00am - 12:00am (midnight), and Saturday and Sunday, 10:00am - 12:00am (midnight) during the summer season. Fare is \$3.00 per person for one-way passage only. An unlimited ride pass, which costs \$6.00, allows a passenger to ride the tram as much as they like between 11:00 a.m. and 4:00 p.m. daily. Discount fare punch cards are available at \$20.00 for 8 rides. Inquire at either tram station or with a tram conductor. Tram operation is subject to weather conditions. See the station operators, or call 410-289-5311 (V) or 410-723-1606 (V) for further information.
- **Coastal Highway Transit Bus** travels along the Coast Highway, 24 hours a day, 7 days a week. Fare costs \$3.00 with free transfers. Ocean City buses also run to and from the West Ocean City Park and Ride facility.
- **The Trolley – “Express Shuttle”** is available for Springfest attendees traveling directly from the 40th Street south Convention Center parking lot to and from the Inlet fairgrounds Thursday through Saturday, 9:00 a.m. to 11:00 p.m. and Sunday, 9:00 a.m. to 7:00 p.m. Buses run approximately every 20 minutes. The fare is \$1.00 per-boarding or \$3.00 to ride-all-day, which is also transferable to the Coastal Highway and Park & Ride Buses.
- **West Ocean City Park & Ride Shuttle Service** is available so you can park free and ride the shuttle between the West Ocean City Park & Ride, the South Division Street Transit Center and the Ocean City Factory Outlets for \$1.00. Shuttle bus service rates remain \$1.00 and are honored for a 24-hour period. The Park & Ride Shuttle offers service every 20 minutes from 6:00 a.m. to 2:00 a.m. and on demand at other times throughout the summer season.
- **ADA Paratransit Curb-to-Curb** service is available for eligible disabled residents and visitors of Ocean City. All eligible patrons may call the Dispatch Office at 410-723-1606 (V) to make a reservation for the Paratransit van 365 days a year. If you have an ADA card from another agency, you are already eligible to use their ADA services. Residents and visitors that do not have a certified ADA card may use this service for up to 21 consecutive days without obtaining certification. Fare is \$1.00 per boarding or \$3.00 for ride-all-day. Discount coupons are available from the driver for 20 coupons for \$15.00 All trip reservations must be made by 10:00 p.m. the day prior. Paratransit service is offered from 7:00 a.m. to 11:00 p.m. daily. Paratransit can also connect you to DART at the North end and Shore Transit at the south end, if necessary.
- **Senior Citizen Bus Passes** for non-residents are available free of charge to anyone 60 years of age or older. This pass will entitle the holder to half-fare passage on the bus, trolley, and paratransit van (if eligible). The non-resident bus pass is not recognized for reduced or free passage on the trams. For more information, call the Transportation Department at 410-723-1606 (V) or the City Hall receptionist at 410-289-8221 (V).

Shore Transit	Town of Ocean City – Transportation Department
443-260-2300 (V) Option #0	410-524-7715 (V)
E-mail: info@shoretransit.org	www.oceancitymd.gov/public_works/transportation.htm
www.shoretransit.org	

New York City and Philadelphia via Bus

Bolt Bus

Daily express service from Washington, DC and Baltimore to New York City. Buses are wheelchair equipped. Reserved seating. On-board restrooms. Service animals with proper documented service are permitted to travel at no additional charge. Accept reservations and walk-up fares on a space-

available basis. Fares vary. There is a \$3.00 processing fee for booking tickets via telephone. Tickets are non-refundable.

..... 1-877-265-8287 (Toll Free)
www.boltbus.com • E-mail: webmaster@boltbus.com

MegaBus

Daily bus service from Baltimore and Washington, DC to New York City and Philadelphia. If you need a bus with a wheelchair lift or ramp, you must make the request during your reservation. You can only make this request via telephone, and not on the website. Service animals must be properly harnessed and under the direct control of the customer at all times. Fares vary. Tickets are non-refundable.

..... 1-877-462-6342 (Toll Free)
<http://us.megabus.com> • E-mail: inquiries@megabus.com

New Century Travel Bus

Tickets are non-refundable and non-exchangeable. Reservations for accessible buses must be made 24 hours prior to departure. If you require an accessible bus with a lift, please give up to 48 hours notice. Buses are equipped with air conditioning and an onboard restroom. Pick-up location in Washington, DC is at 513 H Street, NW, or at the Baltimore Travel Plaza, 5501 O'Donnell Street. All buses from DC to NY will stop at Baltimore to pick up additional passengers. Requests to be picked up at the Baltimore Travel Plaza must be made upon reservation. New York City drop-off location is 88 E. Broadway. Philadelphia drop-off location is 55 N. 11th Street.

..... 215-627-2666 (V)
www.2001bus.com • E-mail: info@newctravel.com

Vamoose Express Bus Service

Provide daily bus transportation between New York City and Bethesda, MD / Arlington, VA. Reservations are required. Provide priority seating to passengers who have a disability or elderly passengers. Wheelchair lifts are provided upon request. Properly documented service animals trained for the purpose of accompanying a disabled person will be allowed on the bus. Request needs to be made 48 hours before travel. Trip duration is approximately 4 hours from Bethesda, with an additional 30 minutes to from Arlington. Buses are equipped with air conditioning and an onboard restroom. Bus picks up first in Arlington, then Bethesda. Pick-up location in Bethesda is 7490 Waverly Street. Pick-up location in Arlington, VA is 1801 N. Lynn Street. Drop-off location in New York City is Penn Station, 255 W. 31st Street.

..... 1-877-393-2828 (Toll Free)
www.vamoosebus.com

VEHICLE SALES, RENTALS AND LEASING

AA-Eastern Mobility, Inc.

Sell used wheelchair vans and handicap accessible vans. Offer modifications such as installation of wheelchair lifts and ramps, hand and foot driving controls, wheelchair restraints, and power transfer seats.

..... 301-845-4188 (V)
..... 1-888-845-0533 (Toll Free)
www.easternmobility.com

Accessible Vans of America, LLC

Network of independent wheelchair van dealers who provide rental vehicles with handicap accessible features, including lowered floors, power ramps, wheelchair lifts, hand controls, steering knobs, and other types of accessories to help with mobility needs.

..... 1-800-272-6640 (Toll Free)
www.accessiblevans.com • E-mail: rental101request@accessiblevans.com

AMS Vans, Inc.

Sell and rent new and used handicap vans with nationwide delivery. Also convert existing vans and sell adaptive equipment.

..... 1-800-775-8267 (Toll Free)

www.amsvans.com • E-mail: questions@amsvans.com

Auto Assist, Inc.

Provide mobility vehicles and driving aids. Sell new or used minivans, full sized handicap vehicles, and scooter and wheelchair lifts. Located in College Park, Maryland.

..... 1-866-307-5279 (Toll Free)

<http://auto-assist.mobilitysales.com/aboutus.php>

Colonial Equipment Company

Lease accessible vans and provide equipment installation services, including air conditioners and ADA compliant wheelchair lifts.

..... 301-865-2400 (V)

..... 1-800-462-9287 (Toll Free)

www.thebusplace.com

Ride-A-Way Vans

Sell new and used wheelchair vans. Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers.

..... 1-888-743-3292 (Toll Free)

www.ride-away.com • E-mail: info@ride-away.com

Total Mobility Services of Frederick, MD

Provides and services new and pre-owned Braun, Eldorado, Viewpoint and VMI lowered floor mini-vans for sale along with commercial and para-transit vans designed to enhance the lives of those with limited mobility. Located at 5415 Yukon Court Suite E, Frederick, MD 21703.

Sul Allyn, Contact 240-490-7841 (V)

..... 240-490-7842 (V)

www.tmservices.com • E-mail: sul@tmservices.com

Wheelchair Getaways

Accessible van rentals.

..... 1-800-536-5518 (Toll Free)

www.wheelchairgetaways.com • E-mail: info@wheelchairgetaways.com

Wheelers Accessible Van Rentals

Provide van rentals for individuals with disabilities that include mobility equipment, ramps and lift systems.

..... 1-800-825-1440 (Toll Free)

www.wheelersvanrentals.com • E-mail: md-baltimore@wheelersvanrentals.com

VEHICLE MODIFICATION

These businesses sell and service accessible vehicles and driving equipment to meet the needs of people with disabilities.

AA-Eastern Mobility, Inc.

Offer modifications such as installation of wheelchair lifts and ramps, hand and foot driving controls, wheelchair restraints, and power transfer seats. Sell used wheelchair vans and handicap accessible vans.

..... 301-845-4188 (V)

..... 1-888-845-0533 (Toll Free)

www.easternmobility.com

American

Install wheelchair lifts.

..... 410-224-9775 x 2004 (V)

www.american-bus.com • E-mail: contact@american-bus.com

AMS Vans, Inc.

convert existing vans and sell adaptive equipment. Also sell and rent new and used handicap vans with nationwide delivery.

..... 1-800-775-8267 (Toll Free)

www.amsvans.com • E-mail: questions@amsvans.com

Area Access, Inc.

Install vehicle lifts for scooters or power chairs.

..... 1-800-249-2732 (Toll Free)

www.areaaccess.com • E-mail: areaaccessoffice@yahoo.com

Auto Assist, Inc.

Provide mobility vehicles and driving aids. Sell new or used minivans, full sized handicap vehicles, and scooter and wheelchair lifts. Located in College Park, Maryland.

..... 1-866-307-5279 (Toll Free)

<http://auto-assist.mobilitysales.com/aboutus.php>

Bedco Mobility

Van and scooter lifts, driving aids, and transfer seats.

..... 1-800-825-1440 (Toll Free)

www.bedcomobility.com • E-mail: info@bedcomobility.com

Colonial Equipment Company

Equipment installation services, including air conditions and ADA compliant wheelchair lifts.

..... 301-865-2400 (V)

..... 1-800-462-9287 (Toll Free)

www.thebusplace.com

Division of Rehabilitation Services – Workforce and Technology Center

May provide a range of vehicle modification services to eligible individuals with significant disabilities. Provide assistance with direct purchase of pre-installed modifications in a specific or used vehicle or modifications to be installed in a vehicle owned by you or a new vehicle purchased by you. Can also provide information and referral services on funding and loan options that may be available to you.

..... 410-554-9485 (V)

..... 410-554-9411 (TTY)

..... 1-888-554-0334 (Toll Free)

www.dors.state.md.us • E-mail: dors@dors.state.md.us

Fancy Vans & Speed

Installation of wheelchair lifts and ramps, disability equipment, and van conversions.

..... 301-843-5151 (V)

www.fancyvansmobility.com • E-mail: steve.clontz@verizon.net

M.I.T.S. Corporation

Installation of lifts, scooters, portable ramps, and hand controls.

..... 1-800-243-6487 (Toll Free)

www.mitscorp.com

Oneness Mobility

Lifts, raised roofs and doors, power seats, hand controls, automatic steps, and power door openers.

..... 301-568-6686 (V)
..... 1-866-570-6686 (Toll Free)
www.onenessmobility.com • E-mail: admin@onenessmobility.com

Ride-A-Way Vans

Installation of lifts, ramps, hand controls, power transfer seats, specialized gas, brake, and steering controls, and power door openers. Sell new and used wheelchair vans.

..... 1-888-743-3292 (Toll Free)
www.ride-away.com • E-mail: info@ride-away.com

Sharett, Inc.

Sell wheelchair accessible vans.

..... 301-739-7700 (V)
..... 1-800-495-9755 (Toll Free)
www.sharrett.com

Total Mobility Services of Frederick, MD

Provides, installs and services most automotive adaptive equipment including brake and accelerator guards, hand-controls, left-foot accelerator, lifts, orbit, transfer or turny seats along with high-tech driving control systems. Parts are also available. Located at 5415 Yukon Court Suite E, Frederick, MD 21703.

Sul Allyn, Contact 240-490-7841 (V)
..... 240-490-7842 (V)
www.tmservices.com • E-mail: sul@tmservices.com

TRANSPORTATION AND TRAVEL TRAINING

Easter Seals Project ACTION

- Distance Learning Opportunities: A series of remote conferences with guest speakers on current topics in accessible transportation. Participation in the audio conferences is as simple as registering online, emailing questions in advance and dialing in by phone. Webinar participation requires Internet access and a phone for listening to the audio portion.
- Online courses: Multi-week courses of study for information and training offering the flexibility of online functionality with the personal touch of an instructor and peers for interaction.
- Introduction to Travel Training Course: A three-day training initiative to increase the skills, knowledge and abilities of travel training professionals.

..... 202-347-3066 (V)
..... 1-800-659-6428 (Toll Free)
..... 202-347-7385 (TTY)
www.projectaction.org

Independence Now Travel Training

Free individualized travel training. Program is specifically for people with disabilities to learn to use the fixed-route public transit services in Montgomery and Prince George's Counties. Learn how to plan a trip, the do's and don'ts of street crossing, traffic laws, orientation, how to board a bus, how to pay your fare, how to secure your mobility devices, appropriate travel behavior, and advocacy.

..... 301-277-2839 (V)
www.innow.org • E-mail: intravel@innow.org

Metro System Orientation Sessions

Hands-on learning orientation sessions on Metrorail and Metrobus systems. Available one-on-one or in a group atmosphere. During the orientations, you will learn everything from how to locate Metrobus stops and Metrorail stations to purchasing a farecard and navigating the system. Also available is a booklet titled "[Accessible Transportation Options for Customers with Disabilities and Senior Citizens](#)",

which includes a comprehensive listing of public transportation options available in the District of Columbia, Maryland (the counties of Montgomery, Prince George's, Anne Arundel, and Baltimore, Baltimore City and Central Maryland) and Virginia (the counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax, and Falls Church). Call to schedule an orientation or to request a booklet.

..... 202-962-1558 (V)
..... 202-638-3780 (TTY)

www.wmata.com/accessibility/advocacy_policy/metro_accessible.cfm

Metro Trip Planning Assistance - Washington Metropolitan Area Transit Authority (WMATA)

Assistance with navigating Metrorail and Metrobus.

..... 202-962-1558 (V)
..... 202-962-2033 (TTY)

Perils for Pedestrians

A monthly television series promoting awareness of issues affecting the safety of people who walk and bicycle. Interview advocates and government planners about problems such as missing sidewalks and crosswalks, dangerous intersections, speeding traffic, and obstacles to wheelchair users and people with disabilities; and solutions to such problems. Series appears on public access cable stations in many cities across the U.S. and is also webcast.

..... 301-654-5305 (V)

www.pedestrians.org • E-mail: john@pedestrians.org

DRIVER EDUCATION AND REHABILITATION

Adventist Rehabilitation Hospital of Maryland – Driver Rehabilitation Program

Clinical evaluations which include an assessment of vision, visual perception, cognition, reaction time, and motor skills related to driving, and behind-the-wheel evaluations. This program is unable to accommodate new drivers or those who will need to drive from a wheelchair. Available at Rockville and Silver Spring locations.

..... 240-864-6202 (V)

Division of Rehabilitation Services – Adaptive Driving Program

Help people with disabilities identify what products and training are needed to drive. Evaluates and trains individuals with disabilities to drive and obtain a driver's license from the MVA. Counselor will provide help in preparing an individual for the Learner's Permit, and/or the driving test.

Greta Tucker, Supervisor..... 410-261-2936 (V)

..... 410-554-9583 (TTY)

..... 1-888-200-7117 (Toll Free)

E-mail: gxtucker@dors.state.md.us

Doctors Community Hospital – Drivers Evaluation Program

Clinical evaluation assesses vision, cognition, mobility, strength, and reaction time and behind-the-wheel evaluations.

..... 301-552-8144 (V)

www.dchweb.org/dch/services/therapy/driverseval.html

F.O.F. Occupational Therapy Services

Provide behind the wheel evaluations, adaptive equipment training, and driver rehabilitation.

..... 410-484-2761 (V)

www.foftherapyservices.com • E-mail: khigh@foftherapyservices.com

Good Samaritan Adaptive Driving Program

Designed to help those coping with a variety of illnesses and conditions become safe, independent and confident drivers. Clinical assessment by driver rehabilitation specialist, who will test your vision, memory and reaction time. On-the-road assessment in a car adapted for a variety of physical deficits. The specialist will examine your vehicle and/or wheelchair to determine whether or not you may benefit

from the use of any adaptive equipment. Additional training on adaptive equipment available.
..... 410-532-4600 (V)
http://pages.towson.edu/mriley/usm/Good_Sam.htm

Johns Hopkins Driving Program

Comprehensive assessments of the impact a medical condition may have on driver safety. A full evaluation includes a clinical assessment testing vision, physical skills, reaction time, cognitive processing and visual perception, a behind-the-wheel assessment utilizing a hospital vehicle, a conference to discuss results and recommendations, driver training if appropriate to remediate skill deficits, and adaptive equipment training.
..... 410-583-2643 (V)
www.hopkinsmedicine.org/Rehab/PDFs/driving.pdf

Montgomery College Driver Education Program – Special Needs Classes

Drive education programs and Learners Permit Prep Classes for students with mild to moderate learning disabilities. Team Taught Driver Education Course is co-taught by an instruct with dual certification in MVA Driver Education and Special Education by MDSE to provide extra instructional support for students with mild to moderate learning disabilities. Also offer Driver Improvement Lessons. Maria Castro-Trujillo, Program Assistant 240-567-1895 (V)
www.montgomerycollege.edu/wdce/bits/driveducation_specialneeds.html
E-mail: maria.castro-trujillo@montgomerycollege.edu

Rehabilitation of Frederick, Inc.

Adaptive driver evaluations, vehicle modification training, driver safety evaluations, vehicle consultation services, and driver education for individuals with special needs.
..... 301-682-9110 (V)
www.rehabilitationoffrederick.com

Sinai Hospital - Driver Evaluation & Training Program

A pre-driving screening is completed by a licensed occupational therapist to assess your vision, perception, cognition, functional ability, and reaction time. Behind-the-wheel evaluations, driver training, recommendations, and assistance in preparing for and taking the state road test.
..... 410-601-7360 (V)
www.lifebridgehealth.org/Sinai/DrivingEvaluationandTrainingProgram.aspx
E-mail: jcrye@lifebridgehealth.org

St. Joseph Medical Center – Safe Driver Assessment Program

The program targets individuals who are coping with the side effects of aging, amputations, arthritis, diabetes, dementia, low vision, multiple sclerosis, parkinsonism, stroke, brain injury, or memory Loss. Our program consists of standardized tests which provide a comprehensive analysis of an individual's cognitive, perceptual, emotional, and physical capabilities. From these results, we can provide valuable feedback concerning an individual's readiness for driving and a recommendation for further on-the-road evaluation and training if necessary.
..... 410-337-1412 (V)
E-mail: denisethatcher@catholichealth.net

Suburban Hospital Driving Evaluations

Suburban Hospital's Occupational Therapy Department administers clinical driving assessments to measure a person's ability to drive safely. The clinical driving assessment consists of a clinical exam, computerized reaction time test, and visual acuity test. Once the clinical driving assessment is done, patients will be referred to a "Behind-the-Wheel" clinic to assess "road" driving skills. Once the full driving assessment is completed, the information is sent to the Department of Motor Vehicles for review. Driving problems can be addressed with vehicle modifications, adapting when/ where people drive, and sometimes alternate modes of transportation for the person's well being.
..... 301-896-3169 (V)

Total Rehab Care – Washington County Hospital

Clinical evaluation and training, in-vehicle evaluation and training, and driving simulator.

..... 301-714-4025 (V)

VA Maryland Health Care System – Driver Rehabilitation

Help veterans with a variety of disability and age-related health conditions learn to drive again.

Program coordinator evaluates individual limitations and needs with the use of adaptive driving equipment, driver simulator training, and a series of driving evaluations on the simulator and behind the wheel of the car.

..... 1-800-463-6295 x 5804 (Toll Free)

AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

Equal Rights Center

Handles discrimination complaints against public or private transportation, including MetroAccess.

..... 202-234-3062 (V)

..... 202-234-7590 (TTY)

..... 1-866-719-4374 (Toll Free)

www.equalrightscenter.org

Maryland Department of Transportation (MDOT) ADA Compliance Office

..... 410-865-1142 (V)

..... 1-888-713-1414 (Toll Free)

www.mdot.maryland.gov • E-mail: mdotada@mdot.state.md.us

Metro Ombudsman Program for Customers with Disabilities

If you have a complaint about an accessibility issue within the Metrobus, Metrorail or MetroAccess system, use the online customer comment form to send feedback. If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, you may contact the Metro Ombudsman Program for Customers with Disabilities. The Ombudsman helps individuals understand their rights and responsibilities as well as their options, makes inquiries on an individual's behalf and obtain responses to his/her questions, helps present an individual's complaint to the parties responsible for resolution, mediates between an individual and other parties to a conflict to bring about a mutually agreeable outcome, and recommends changes in policies, procedures, and practices to prevent similar problems from occurring. Written complaints can be sent to Glenn Millis, Director of ADA Programs, 600 5th Street, NW, Room 7A-01, Washington, DC 20001.

..... 202-962-1100 (V)

..... 202-962-2033 (TTY)

www.wmata.com/accessibility/free_resources.cfm#complaints

Montgomery County Government – ADA Compliance Office

Nancy Greene, ADA Compliance Officer..... 240-777-3247 (V)

..... 240-777-1398 (TTY)

E-mail: Nancy.Greene@montgomerycountymd.gov

Project Action

Staff can answer questions about ADA rights and responsibilities, direct callers to additional resources, and help members of the disability and transportation communities address diverse accessibility issues. ☎ **Hours:** Monday through Friday, 9:00 a.m. to 5:00 p.m.

..... 1-800-659-6428 (Toll Free)

..... 202-347-3066 (V)

..... 202-347-7385 (TTY)

www.projectaction.org

OTHER USEFUL INFORMATION

Emergency Police, Fire and Rescue..... 911 (V)
 301-762-7619 (TTY)
Non-Emergency Police..... 301-279-8000 (V)

Joblinks Employment Transportation

..... 1-800-891-0590 x 702 (Toll Free)
 Connects workforce development agencies, transportation providers and other stakeholders with transportation-to-work solutions that are affordable, reliable and accessible. Focuses on the mobility needs of low-wage job seekers and earners, as well as workers with disabilities, youth, veterans, and older workers. www.ctaa.org/joblinks

Maryland Disability Law Center

Non-profit legal services organization that is the designated Protection and Advocacy agency for the State of Maryland mandated to advance the civil rights of people with disabilities. Offer information and referral, direct representation, abuse and neglect investigations, technical assistance, community outreach and training 410-727-6352 (V)
 1-800-233-7201 (Toll Free)
 410-727-6387 (TTY)
www.mdicbalto.org

Maryland Institute for Emergency Medical Services Systems - State Office of Commercial Ambulance Licensing and Regulation - Licenses and regulates commercial ambulance services.

..... 1-800-762-7157 (Toll Free)
www.miemss.org • E-mail: info@miemss.org

Maryland Motor Vehicle Administration (MVA)

Driver's licenses, disability placards and tags, identification cards, and residential street parking signs. Visit an MVA branch office or call to request an application/certification form for an individual with a disability.
 1-800-950-1682 (Toll Free)
 1-800-492-4575 (TTY)
www.mva.state.md.us • E-mail: MVACS@mdot.state.md.us

Main Office – Full Service 15 Metropolitan Grove Road Gaithersburg, MD 20878 ☎ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm (Drivers license services only on Saturday)	White Oak – Full Service 2131 Industrial Parkway Silver Spring, MD 20904 ☎ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm (Drivers license services only on Saturday)	Glenmont - Express Office Glenmont Shopping Center 12335 Georgia Avenue Wheaton, MD 20902 ☎ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm	Gaithersburg - Express Office Walnut Hill Shopping Center 16516 S. Westland Drive Gaithersburg, MD 20877 ☎ Hours: Monday - Friday, 8:30am to 4:30pm; Saturday, 8:30am to 12:00pm
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Maryland Relay

With Maryland Relay, people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled can easily communicate through TTY (text telephone) with anyone using a standard phone. Either a TTY (text telephone) user or a person using a standard phone may initiate a call through Maryland Relay. After dialing Maryland Relay, the person initiating the call gives the phone number of the person or business being called to the Maryland Relay Operator, who then dials that number. The Relay Operator types the standard phone user's spoken words to the person using the TTY and voices the TTY user's text. Also distributes free amplified phones, ring signalers, TTYs and other assistive devices to qualified applicants who have difficulty using the phone.

MD Relay for Maryland Residents:..... 711 (V/TTY)
MD Relay for Outside of Maryland:..... 1-800-735-2258 (V/TTY)
MD Relay Office: 410-767-5891 (V/TTY)

..... 1-800-552-7724 (V/TTY)
..... 866-475-4276 (Videophone)
..... 866-348-7705 (Videophone)

www.mdrelay.org • E-mail: MoreInfo@MDRelay.org

Maryland State Highway Administration (SHA)

With a few exceptions, SHA owns and maintains all non-toll roads in Maryland that have a number as well as a name, such as I-495 (Capital Beltway), MD 355 (Rockville Pike) and US 40 (Baltimore National Pike), except those in Baltimore City. Roads without a number are maintained by the county or municipality. Toll roads (including I-95, the Bay Bridge, Fort McHenry Tunnel) are owned and maintained by the Maryland Transportation Authority (MDTA). Please report all highway emergency situations not requiring police assistance, such as traffic signal outages or sinkholes to the Statewide Operations Center. All other service requests, submit online via the customer service form.

Statewide Operations Center: 1-800-543-2515 (Toll Free)

Online Service Request Form: http://marylandsha.force.com/customercare/request_for_service
www.roads.maryland.gov

Metro Transit Police

Officers provide a variety of law enforcement and public safety services on the Metrorail and Metrobus systems in the Washington Metropolitan Area.

..... 202-962-2121 (V)
www.wmata.com/about_metro/transit_police

Montgomery County Commission on Aging

Odile Brunetto, Director, Area Agency on Aging 240-777-1332 (V)

Advise and counsel the residents of the county, the County Council, the County Executive and the various departments of county, state and federal governments on matters involving the needs of the aging, and to recommend such procedures, programs or legislation as it may deem necessary and proper to promote and ensure equal rights and opportunities for all persons, regardless of their age.

www.montgomerycountymd.gov/coa • E-mail: Odile.Brunetto@montgomerycountymd.gov

Montgomery County Commission on People with Disabilities

Betsy Tolbert Luecking, Staff Liaison 240-777-1256 (V)

Advise the County Executive and County Council on the coordination and development of the County's policies affecting residents with disabilities. The Commission provides advice, counsel, and recommendations to the Government of Montgomery County, Maryland in general, the County Executive, and the County Council in particular.

www.montgomerycountymd.gov/cpwd • E-mail: Betsy.Luecking@montgomerycountymd.gov

Montgomery County Council Office

..... 240-777-7900 (V)

..... 240-777-7914 (TTY)

www.montgomerycountymd.gov/council • E-mail: County.Council@montgomerycountymd.gov

Montgomery County Dept. of Transportation, Division of Traffic Engineering and Operations

Call for information on traffic signals, streetlights, traffic signs and street name signs, lane markings and crosswalks, speed humps and other traffic calming measures, and residential parking.

..... 240-777-2190 (V)

www.montgomerycountymd.gov/content/DOT/traffic/index.asp

E-mail: mcdot.trafficops@montgomerycountymd.gov

Montgomery County Executive's Office

..... 311 (in the County)
..... 240-777-0311 (Outside of County)
..... 240-773-3556 (TTY)
www.montgomerycountymd.gov/content/exec/welcome.asp
E-mail: ocemail@montgomerycountymd.gov

Transportation Action Group (TAG)

Work on transportation issues for people with disabilities. Affiliated with Independence Now.
..... 301-277-2839 (V)
www.innow.ehclients.com/home/independence-now/transportation E-mail: TAG@innow.org

Transportation Security Administration (TSA) Helpline for Air Travelers With Disabilities

People in need of assistance can call the TSA Cares Helpline before you travel for answers to questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call about 72 hours before traveling so that, when needed, TSA Cares can coordinate checkpoint support with a TSA Customer Service Manager at the airport.
..... 1-855-787-2227 (Toll Free)

U. S. Dept. of Transportation (DOT) Assistance Line

DOT accessibility policy, resources for travelers with disabilities, disability laws and regulations and other information.
..... 202-366-4000 (V)
..... 1-800-877-8339 (TTY)
www.dot.gov/citizen_services/disability/disability.html • E-mail: accessibility@dot.gov



MONTGOMERY COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Aging & Disability Services
Aging & Disability Resource Unit

Consolidated access point for resources, consultation and service planning for seniors and persons with physical disabilities, related conditions, and developmental disabilities of all ages.

☎ **240-777-3000 (Voice)** • **240-777-4575 (TTY)** ☎

240-777-4000 (Emergency After Hours)

Email: hhsmail@montgomerycountymd.gov

www.montgomerycountymd.gov/hhs

🕒 **Hours:** Monday and Friday, 8:30 a.m. to 5:00 p.m.
Tuesday, Wednesday and Thursday, 8:30 a.m. to 7:30 p.m.

KEY WEBSITES

MC311 - Non-emergency government information and services
www.montgomerycountymd.gov/311

Montgomery County Government – Disability Services
www.montgomerycountymd.gov/disability

Montgomery County Government – Senior Services
www.montgomerycountymd.gov/seniors

Montgomery County Ride On and Transit Services – Special Transportation
www.montgomerycountymd.gov/content/DOT/transit/seniors.asp

Washington Metropolitan Area Transit Authority
www.wmata.com/accessibility

Maryland Transit Administration
www.mta.maryland.gov

METRO SYSTEM MAP

M System Map

MetroOpenData.com
Customer Information Service: 202/687-4000
TTY Phone: 202/688-2790

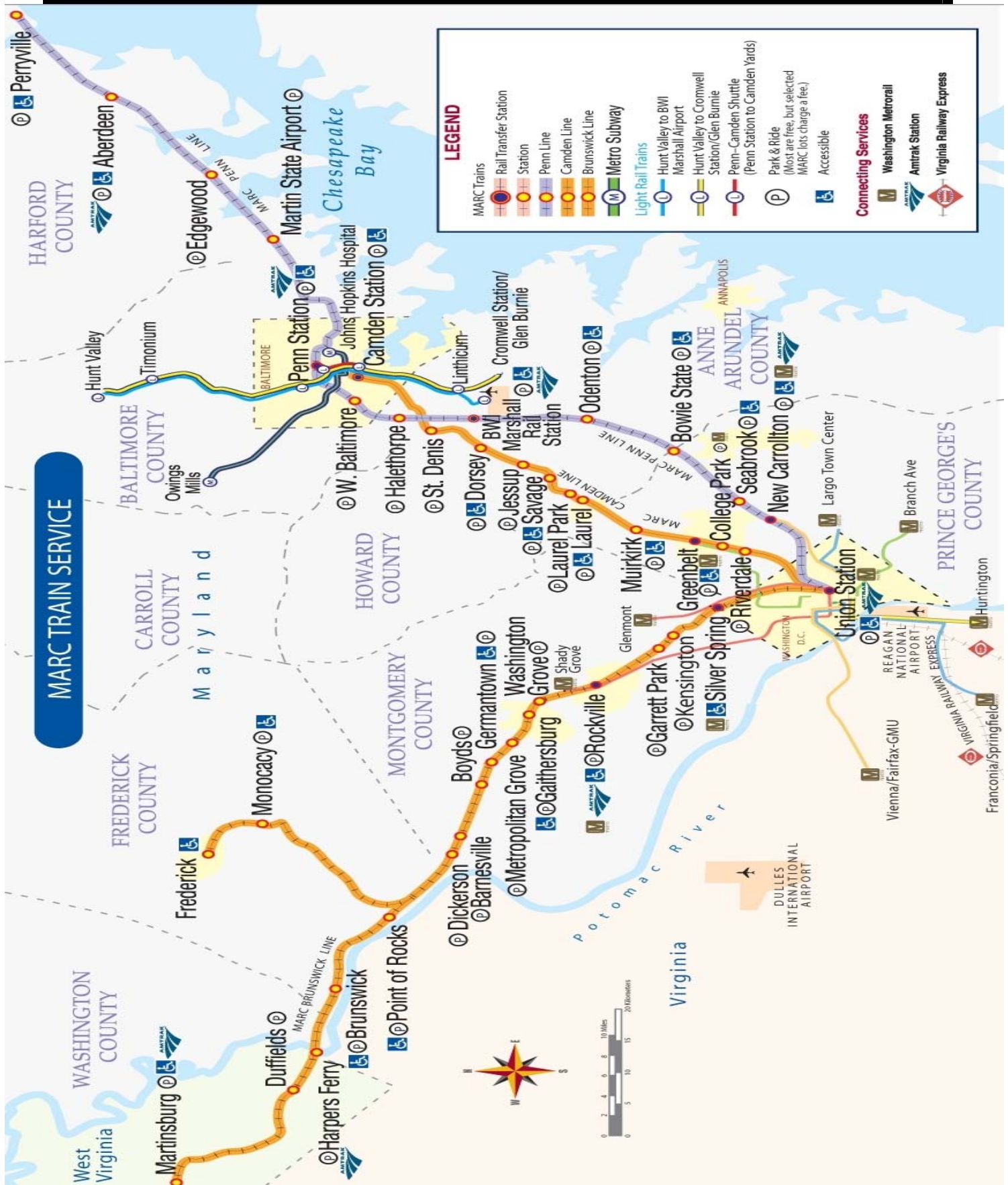
Legend

- Red Line • Glenmont to Shady Grove
- Orange Line • New Carrollton to Vienna/Fairfax-GMU
- Blue Line • Franconia-Springfield to Largo Town Center
- Green Line • Branch Avenue to Greenbelt
- Yellow Line • Huntington to Fort Totten



Metro is accessible.

MARC SYSTEM MAP





*Please help us keep this brochure updated
by advising us of any corrections or additions.*

*To request a hard copy or alternative formats of this document
such as large print or Braille, please contact:*

Department of Health and Human Services
Aging and Disability Services
Betsy Luecking, Disability Policy Specialist
Carly Clem, Office Services Coordinator
Commission on People with Disabilities
401 Hungerford Drive, 4th Floor
Rockville, Maryland 20850
240-777-1246 (V) • 240-777-1288 (FAX)
MD Relay 711
Email: Carly.Clem@montgomerycountymd.gov

A collaborative work of:

Arthur Holmes, Jr., Director
Department of Transportation

Uma S. Ahluwalia, Director
Department of Health and Human Services

Isiah Leggett, County Executive
September 28th, 2012